



Continuing Professional Education Framework

CMRAO

Condominium Management
Regulatory Authority of Ontario

Overview of the Program

On November 1, 2021, the CMRAO introduced its mandatory education program for new applicants for a General Licence. Effective July 1, 2023, the CMRAO will introduce a mandatory Continuing Professional Education (CPE) program as a requirement for the renewal of General Licences.

All General Licence holders will be required to complete the requirements of the program annually to maintain their licence.

The CPE program supports the CMRAO's mandate to strengthen the condominium management profession and help protect consumers in Ontario's complex and rapidly growing condominium sector.

The program will strengthen the condominium management profession by assisting licensed condominium managers to:

- **Maintain and improve professional competencies**
- **Acquire new knowledge and skills**
- **Stay up to date with legislation, best practices, and technology**

Program Components and Requirements

Starting with the 2023–24 licensing cycle (July 1, 2023 to June 30, 2024), condominium managers who hold a General Licence will be required to accumulate a minimum of ten (10) CPE credits annually from eligible educational/professional development activities.

Managers who hold a General Licence will be required to accumulate at least 1 CPE credit from 3 of the following 5 categories:

1. **Communication and Interpersonal Skills**
2. **Physical Building**
3. **Building Operations and Information**
4. **Legal and Ethics**
5. **Finance**

For new General Licensees, the initial reporting period will start in the following licensing cycle. For example, if a person receives their General Licence in December 2023, their initial reporting period will start on July 1, 2024.

Eligible Activities

Learning experiences will focus on the individual's skills and knowledge needs, and will involve sufficient technical or regulatory content and cover areas of functional and professional skills in line with the [Competency Profile for Condominium Managers in Ontario](#) developed by the CMRAO.

In June of each year, the CMRAO will publish a list of eligible CPE activities and associated credits on its website. The CMRAO will continuously update this list as new activities become available.



Reporting

General Licensees will be required to report completion of all CPE credits to the CMRAO through their user account on the CMRAO website.

Organizations offering the CPE activities will be required to report or confirm to the CMRAO that a General Licensee has completed a CPE activity. These organizations will also be required to provide the General Licensee with a confirmation of completion of a CPE activity.

The CMRAO will use reported information for the purposes of processing licence renewal applications.

Sanctions

Completion of the CPE program is a mandatory requirement for the annual renewal of a General Licence. Non-compliance with the CPE program will result in non-renewal and expiry of the licence.

An individual whose licence has expired will not be able to provide condominium management services and will be able to resume providing condominium management services only after they satisfy all of the licensing requirements, and their General Licence has been reinstated by the Registrar; this includes completion of the required number of CPE credits for the previous CPE period.

Fraudulent reporting

Any individual who fraudulently reports completion of CPE activities to the CMRAO will be subject to regulatory action, such as:

- **refusal to renew a licence**
- **licence revocation**
- **licence suspension**

Reporting Period and Carryover Credits

CPE credits are to be completed during the one year prior to licence expiry. If a licensee completes more than 10 CPE credits within a licensing year, then the most recently completed credits will automatically carry over to the following licensing year, up to a maximum of 10 credits.

Potential Activities

The following are some examples of potential activities:

- Pursuing formal education (course offered through post-secondary institutions)
- Attending industry conferences/seminars/webinars on topics related to or that have an impact on the condominium management industry¹
- Teaching a Condominium Management General Licence course, in-house or in an accredited college in Ontario
- Teaching the CMRAO's Excellence in Condominium Management course
- Speaking at industry events on topics relevant to the duties and responsibilities of condominium managers
- Training sessions (online or in person) and/or webinars offered by the CMRAO or other administrative authorities² on topics relevant to the duties and responsibilities of condominium managers

1 For example, the Association of Condominium Managers of Ontario, Canadian Condominium Institute, Community Associations Institute

2 For example, the Condominium Authority of Ontario, Tarion, Home Construction Regulatory Authority



Meeting Standards. Creating Trust. Building Confidence.



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